THE LANGUAGE AND COMMUNICATIONS TRAINING UNIT (LCTU)
HOW WE SERVE THE ORGANIZATION

TABLE OF CONTENTS

UNITED NATIONS | DEPARTMENT OF OPERATIONAL SUPPORT | OFFICE OF SUPPORT OPERATIONS | CAPACITY DEVELOPMENT AND OPERATIONAL TRAINING SERVICE

2

LCTU PIE

SG Vision

CONTRIBUTING to an innovative organizational culture

PROVIDING opportunities for career development and continuous learning

PROMOTING multilingualism throughout the Organization

BUILDING a mobile and multitalented workforce

PROVIDING & PROMOTING LEARNING OPPORTUNITIES

- Language skills courses in the 6 official languages
- Communication skills courses
- Online and face-to-face courses
- Blended and self-paced learning activities
- Tailored learning activities
- SDG-based courses
- Training of trainers
- Multimedia learning products and resources
- Promotional activities for UN Language Day

LEADING & COLLABORATING ON STRATEGIC PROJECTS

- Harmonize UN language learning & assessment
- Construct Gender-inclusive Language Guidelines
- Create a Unit of Services to support and assist managers in charge of language learning in the UN
- Distribute, monitor & support online language learning licenses globally.

ESTABLISHING KEY PARTNERSHIPS

- Collaborate with other UN departments on trainings
- Support learning focal points throughout the UN
- Engage actively with the Coordinator for Multilingualism
- Outreach with universities abroad

PROVIDING LEARNING ADVISORY SERVICES
(Language and non-language related)

- Advise duty stations on language programmes
- Create, roll out and analyze needs analyses and surveys
- Collaborate on the Online Learning Framework, report on Compliance and Impact of Mandatory Training Activities, provision of a common Learning Content Management System

UNITED NATIONS | DEPARTMENT OF OPERATIONAL SUPPORT | OFFICE OF SUPPORT OPERATIONS | CAPACITY DEVELOPMENT AND OPERATIONAL TRAINING SERVICE

3

LCTU COLLABORATIONS

In close collaboration with departments and offices, the Language and Communications Training Unit (LCTU) regularly designs, develops and delivers customized courses for UN departments and offices upon request to address specific needs of UN staff. Trainings are customized to requestor's specific UN context and audience and are delivered face-to-face, at UNHQ and in the field, as well as online. A small sample of LC customized trainings is below. More detailed information about LCTU projects, trainings and partnerships is available upon request

ESCWA

The LCTU delivered a customized pilot course at ESCWA in collaboration with their Conference Services Section aimed to enhance the skills and confidence of staff members who write documents in Arabic as well as raise awareness and use of gender-inclusive language.

OIOS

The LCTU, in collaboration with OIOS designed a report writing course and a report reviewing course to improve the drafting of audit reports. Courses have been delivered multiple times at UNHQ and online.

UNPOL

The LCTU regularly works with UNPOL to provide training for female police officers to pass the SAAT exam.

DPPA

The LCTU delivered a training designed in collaboration with DPPA called Drafting for Political Analysis, which covers principles of effective writing and training on guidelines and best practices for specific DPPA report types. The LCTU is also working with DPPA through the United Nations Verification Mission in Colombia to provide training on effective report writing.

DGACM/DGC/UN Women

The LCTU has worked with DGACM, DGC and UN Women on "supporting gender equality in multilingual contexts". The interagency working group has produced gender-inclusive language guidelines and training and awareness-raising materials, activities and resources for UN staff in the six official languages to support the goal of the United Nations System-wide Strategy on Gender Parity of creating "a working environment that embraces equality, eradicates bias and is inclusive for all staff".

UNOG

The LCTU and its counterpart at UNOG have created the United Nations Language Framework in joint collaboration. This framework is the new reference for assessing and learning language in our Organization. It ensures consistency across linguistic standards (learning), validity in language assessments (career development, language requirements) and equal treatment of languages (respect for diversity).

LANGUAGE AND COMMUNICATIONS TRAINING UNIT FIELD-BASED MISSIONS

Main areas of training:

- Report Writing
- Technical Writing
- Correspondence Writing
- Presentation and Facilitation Skills
- SAAT Exam Preparation
- Train the Trainer

ONLINE LEARNING DEPLOYMENT

SUMMARY

The Language and Communications Training Unit (LCTU) helps enhance multilingualism in the field through the design, development and delivery of online courses for UN Staff, also those in the field, while also managing the distribution, monitoring and evaluation of online language learning licenses. These online offerings play an integral role in helping to enhance multilingualism and equalize learning opportunities.

ONLINE COURSES

The LCTU:

- Offers more than 100 online language, communication-skills and LPE prep courses and training activities, reaching more than 4000 staff members annually.
- Offers a variety of formats geared toward learners of all levels.
- Collaborates with departments to offer customized trainings which are delivered online.

ONLINE LANGUAGE LEARNING LICENSES

The LCTU also distribute, monitor and evaluate online language learning licenses (O3L) through a sponsored-budget to staff in the field who want to study a language that is currently not offered at their duty station. The project has been ongoing since 2017 and has involved multiple partnerships with UN departments and agencies.

HIGHLIGHTS FROM 2017 UNTIL NOW:

- 2400 licenses sponsored, distributed and monitored by OSO (by OHR until 2019)
- 1000 licenses sponsored and distributed by DPO
- Participants from 213 duty stations in 129 countries
- Equitable gender balance in the distribution of licenses
- High usage rates seen among students
- Positive feedback from the students about the selected platforms

Geographical distribution of language learners

UNITED NATIONS | DEPARTMENT OF OPERATIONAL SUPPORT | OFFICE OF SUPPORT OPERATIONS | CAPACITY DEVELOPMENT AND OPERATIONAL TRAINING SERVICE

6